



Ashton Community Trust

Candidate Information Booklet

Health & Wellbeing Caseworker

(Ref: HWC/04/17)

Closing date for applications:

12 noon on Thursday 27th April 2017



“A project supported by the European Union’s PEACE IV Programme, managed by the Special EU Programmes Body (SEUPB).”

Job Description

Job Title:	Health & Wellbeing Caseworker
Organisation:	Ashton Community Trust
Location:	To be confirmed on appointment
Salary:	£25,871 per annum plus 7% pension contribution
Reports to:	Clinical Co-ordinator, Bridge of Hope

Background

This post will be based at Bridge of Hope, a department of Ashton Community Trust, a community health & well-being service that supports individuals affected by the conflict and poor physical & emotional health.

The role has been developed as part of the PEACE IV Programme which provides investment for cross-border health and wellbeing services by increasing the quality of care in the sector for victims and survivors and their families, and collecting information on victims' and survivors' needs.

Purpose of the Role

The Health & Wellbeing Caseworker will work directly with individual victims and survivors and their families in a pro-active and innovative way to facilitate engagement with services and activities within the statutory, community and voluntary sector in keeping with their needs.

Ashton Community Trust anticipates the appointment of 2 Health and Well Being Case Workers from this recruitment exercise.

Job Description

The key elements that constitute the role of Health and Wellbeing Caseworker are as follows:

Co-ordination and Delivery of Health and Wellbeing Services

- Proactively and innovatively engage with vulnerable and marginalised individuals.

- Keep up to date with relevant statutory, private and voluntary sector services available to victims and survivors and their families and work to ensure pathways are seamless, responsive and mitigate against duplication of services.
- Identify any barriers to victims and survivors accessing the care and support they need and work with the individual and relevant agencies to remove or mitigate any adverse effect such barriers may pose.
- The first point of contact for stakeholder enquiries, liaising with other agencies in a professional manner, ensuring that complex and sensitive information is communicated with empathy and reassurance and within the boundaries of Data Protection legislation.
- Advocate on behalf of and if necessary accompany individuals to services/appointments/activities where low confidence, low motivation and diminished trust may have left them isolated and marginalised.
- Facilitate the process for victims and survivors to access personalised support through the PEACE IV Resilience Programme e.g. one to one literacy tutoring or a physical activity of choice.
- Introduce victims and survivors and their families to shared spaces and services.

Business Improvement and Quality Management

- Ensure adequate and appropriate record keeping and that relevant databases are updated on a regular basis.
- Record, monitor and evaluate client progress according to measurable goals described in their individual support plan.
- Ensure that all support plans, records and associated processes are maintained to the standard required for auditing and monitoring and evaluation by VSS.
- Manage the security/processing of sensitive and confidential client information in keeping with the requirements of the Data Protection Act.
- Report any risks, issues and/or concerns to Bridge of Hope.
- Actively encourage participation of victims and survivors and their families in reviewing and modernising current services and in service development.
- Promote a culture of continuous service improvement through the appropriate sharing of constructive feedback and work with relevant statutory, private and voluntary sector organisations to implement improvements.

Personal Development, Performance and Professionalism

- Ensure the ongoing confidence of the public by maintaining high standards of personal accountability and ethical practice.
- Facilitate liaison with professional and senior management within stakeholder organisations.

The foregoing is a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of the Victims and Survivors Service.

Role Competencies

Essential Criteria:

By the closing date for applications, candidates must:

1. Possess a University Degree, Professional Qualification or equivalent qualification in a relevant area.

OR

Possess 5 GCSE's grades A – C, including English language AND have 2 years voluntary/paid experience equivalent to 16 hours per week in a community/voluntary/statutory environment working with individuals with mental health and/or physical health issues.

OR

NVQ Level 3 or equivalent AND have 1 year's voluntary/paid experience equivalent to 16 hours per week in a community/voluntary/ statutory environment working with individuals with mental health and/or physical health issues.

AND

2. Demonstrate experience of effectively engaging with and building positive relationships with clients in situations where they have been vulnerable.
3. Demonstrate experience of liaising with a broad range of service providers.
4. Demonstrate experience of providing progress reports and management information in clear and agreed formats, in line with a reporting schedule.
5. Demonstrate experience of successfully prioritising and managing your own workload while also communicating effectively with colleagues and management.
6. Hold a full license valid in the UK with access to a car for business purposes . This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements.

Desirable Criteria:

1. Demonstrate experience of at least 1 year working with or in the interests of victims and survivors of the Conflict/Troubles.
2. Demonstrate experience of using or contributing to outcomes focussed monitoring and evaluation processes.

Guidance for Making your Application

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

- The space available on the application form is the same for all applicants and must not be altered.
- Ashton Community Trust will not accept CV's, letters, additional pages or any other supplementary material in place of or in addition to, completed application forms.
- Applicants must complete the application form in black typescript.
- Applicants must not reformat their application form.
- Information in support of your application will not be accepted after the closing date for receipt of applications.
- Relevant or equivalent qualifications – if you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so the panel can make a well-informed decision.
- It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.
- The examples you provide should be concise and relevant to the criteria. This is very important as these may be discussed at interview and you may need to be prepared to talk about them in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.
- Ashton Community Trust will not make assumptions from the title of the applicants post or the nature of the organisation, as to the skills and experience gained.

Application Form Submission

- Completed applications can be submitted by:
 - Email, post or delivered by hand to HR, Ashton Centre, 5 Churchill Street, Belfast, BT15 2BP.
- We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.
- Applicants using Royal Mail should note that 1st class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to Ashton Community Trust to meet the required deadlines.
- Ashton Community Trust will not accept application forms where there has been a shortfall in postage.
- Should you have any queries please contact HR on 02890 742255.

Interview Guidance for Applicants

At interview, the selection panel will assess candidates against the competencies, qualifications and experience for the post.

If this is your first experience of a competence-based interview, bear in mind that it does not require you to:

- Talk through previous jobs from start to finish
- Provide generalised information as to your background and experience.
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for the effective performance in the role.
- Provide specific examples of your experience in relation to the required competence areas.

It is anticipated that interviews will be held the week beginning the 8th May 2017.

Disability Requirements

Ashton Community Trust will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up appointment. If you wish to discuss your disability requirements further, please contact HR on 02890 742255.

Feedback

Ashton Community Trust is committed to providing feedback in respect to decisions taken in determining eligibility/shortlisting as well as at interview. Feedback will be communicated on receipt of a written request.

Equal Opportunities Monitoring Form

Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

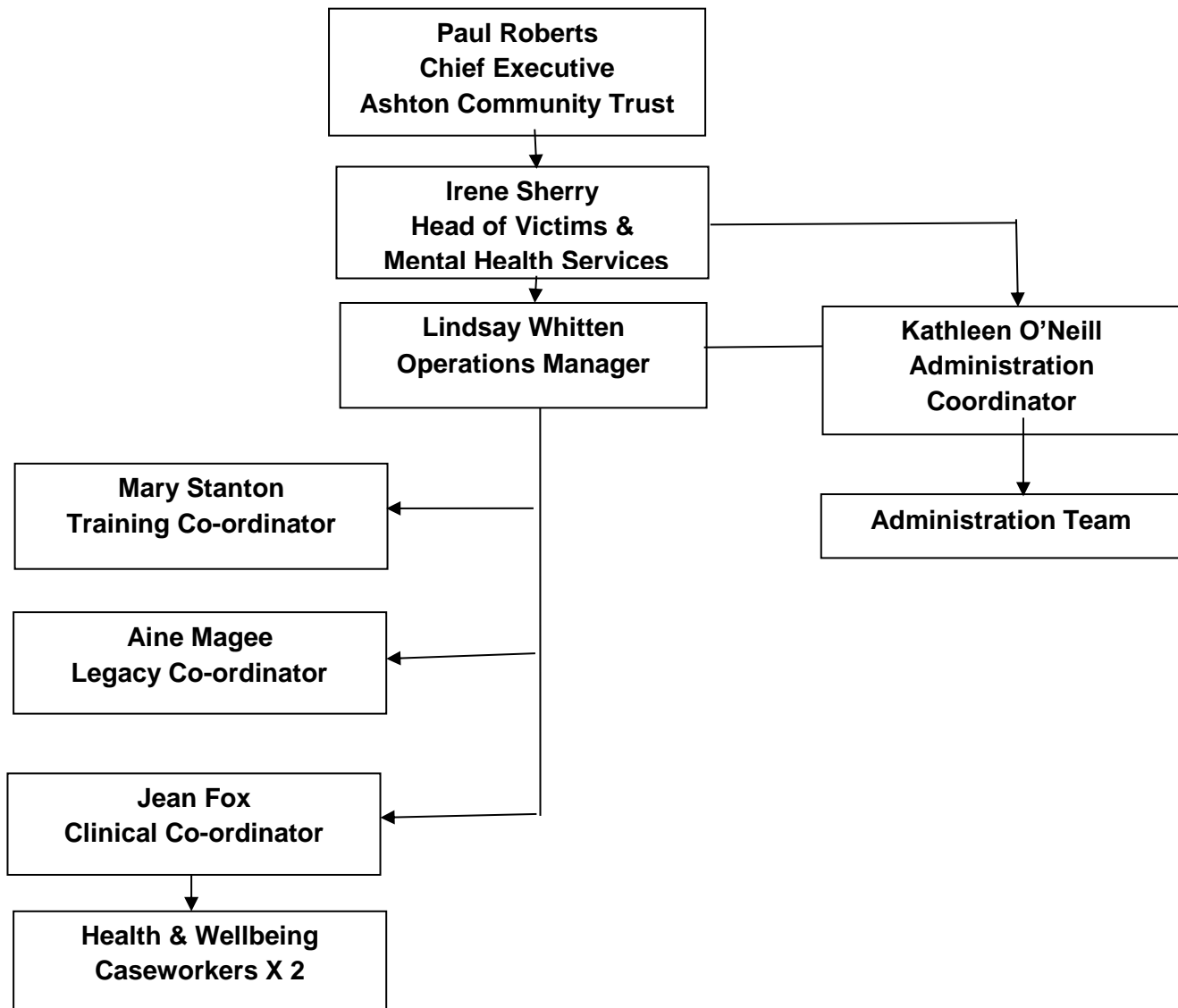
Ashton Community Trust complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return in a separate envelope marked 'Monitoring Officer'.

Prior to appointment with Ashton Community Trust the following will be required:

- Proof of qualifications
- Proof of eligibility to work in the UK
- Personal ID
- ACCESS NI check depending on role.

ORGANISATIONAL CHART





"A project supported by the European Union's PEACE IV Programme, managed by the Special EU Programmes Body (SEUPB)."

Confidential

Reference: **Health & Wellbeing Caseworker**

Please complete this application form in **typescript only** and return it on or before the closing date stated. Late applications will not be accepted. Only information provided on this application form will be considered by the panel. CV's will not be accepted.

Post applied for:	Health & Wellbeing Caseworker	Application Number:	HWC/04/17
Hours:	37 hours per week		
Closing Date and Time:	Thursday 27th April 2017 at 12 noon		

Personal Details:

Surname:	Telephone Number (Home):
Forename(s):	Telephone Number (Mobile):
Title:	Email Address:
Address:	Postcode:
NI Number:	

Relevant Qualifications and/or Professional Membership

Original proof of qualifications will be requested if recommended for appointment
(Please continue on a separate sheet of necessary)

Examination level (for example, GCSE/'A' Level/Degree/NVQ/	Subject(s)	Grade	Date Gained

Professional Qualifications	Registration Body/Number		Date Gained

Employment History

Please give details of jobs that you have held, starting with your present or most recent employer and work backwards, in chronological order. Include in this section any breaks in employment history for example, caring responsibilities, travelling or returning to study, registered unemployment and temporary/voluntary employment. (Please continue on a separate sheet if required)

Name and Address of Employer and Nature of Business	From	To	Job Title:	Final Salary and Reason for Leaving
<p>Notice required if offered the position for which you have applied?</p>				

Training

Details of relevant training courses attended and awards achieved, including dates if appropriate

Suitability for this position

Please detail your suitability for this position under the relevant headings below, describing how your experience and knowledge relates to the job description and person specification. You must ensure that you provide sufficient information on the application form to enable the selection panel to assess your eligibility at shortlisting.

Essential Criteria

1. Possess a University Degree, Professional Qualification or equivalent qualification in a relevant area;

OR

Possess 5 GCSE's grades A – C, including English language AND have 2 years voluntary/paid experience equivalent to 16 hours per week in a community/voluntary/statutory environment working with individuals with mental health and/or physical health issues;

OR

NVQ Level 3 or equivalent AND have 1 year's voluntary/paid experience equivalent to 16 hours per week in a community/voluntary/ statutory environment working with individuals with mental health and/or physical health issues.

2. Demonstrate experience of effectively engaging with and building positive relationships with clients in situations where they have been vulnerable.

3. Demonstrate experience of liaising with a broad range of service providers.

4. Demonstrate experience of providing progress reports and management information in clear and agreed formats, in line with a reporting schedule.

5. Demonstrate experience of successfully prioritising and managing your own workload while also communicating effectively with colleagues and management.

6. Hold a full license valid in the UK with access to a car for business purposes . This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements.

Desirable Criteria - One or all of the desirable criteria may be used to shortlist applicants

1. Demonstrate experience of at least 1 year working with or in the interests of victims and survivors of the Conflict/Troubles.

2. Demonstrate experience of using or contributing to outcomes focused monitoring and evaluation processes.

I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.

Signed.....Date.....

Data Protection Act:

Under the Data Protection Act 1998, Ashton Community Trust is required to notify applicants and prospective employees on how their personal data will be processed and used. This application form, excluding the equal opportunities monitoring form, will be retained by Ashton Community trust for a maximum period of 12 months, unless you are the successful applicant for the post, in which case the application form will become part of your employee record. Some of the data you provide is considered to be Sensitive Personal Data under the Data Protection Act 1998, this information will be used to assist us with recruitment monitoring. It will be held separately from application forms and will be retained for a three-year period under obligations arising from the NI Equality Legislation, it will also be held electronically.

by Signing this form you are giving consent to Ashton Community Trust to use this data in the way described above.

Signed: _____ Date: _____

Personal Statement:

Ashton Community Trust is an Equal Opportunities Employer. The Trust encourages applications from people with disabilities and will not preclude full consideration of your application as a result of your disability. In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, “a physical or mental impairment which has, or has had, a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities”.

Do you consider yourself to have, or, have had a disability that is relevant to your job application? **Yes/No**

If you have answered yes, is there anything we should know about your disability or requirements in order to:

- Process your application fairly,
- Make any specific arrangements for your interview, and
- Make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post.

Provide details:

Private and Confidential

The following pages will not be used as part of the selection process as they contain information that is strictly private and confidential.

Referees
Please give full details of two people (not relatives) that we can approach for references, one of which must be your current or most recent employer, if you have never been employed before please list details of someone who would know you in a voluntary or academic capacity. Please ensure that your referees are aware of this application, and, also, if you are providing us with their email address, that you obtain your referee's permission to do so. References must be satisfactory to Ashton Community Trust

Reference	
Name:	
Occupation:	
Full Address:	
Telephone Number:	
Email:	

Reference	
Name:	
Occupation	
Full Address:	
Telephone Number:	
Email:	

I give Ashton Community Trust the right to investigate all references and to secure additional information about me, if job related. I hereby release from liability the employer and its representatives for seeking such information and all other persons, corporations or organizations for furnishing such information. I have read and understood the requirements and particulars for the job, which have been supplied to me. I further understand that the job offer may be subject to the satisfactory outcome of references and/or a satisfactory Access NI Disclosure.

I confirm that the information I have given is accurate and complete, as misleading or false statements will result in the withdrawal of the offer of employment, or if employed dismissal.
Signed Date

Disclosure of Criminal Convictions under the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979

All applicants must complete this form and return in an envelope marked **confidential** to **Kelly Burns, Human Resources, Ashton Centre, 5 Churchill Street, BT15 2BP.**

Post: Health & Wellbeing Caseworker

Please read the following information carefully and then answer the questions:

Commitment for Fair Selection

Ashton Community Trust is an Equal Opportunities Employer, unprejudiced consideration will be given to all candidates for employment who declare criminal convictions unless the offence(s) is/are manifestly incompatible with the post in question. Any disclosure will be seen in the context of the job criteria, the nature of the offence and the responsibility for the care of existing clients and employees.

Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979

Because of the nature of the work you are applying for (staff employed by Ashton Community Trust will/may have substantial or unsupervised access to children and young people, older people and/or the mentally or physically disabled).

Do you have any convictions that are not 'protected' (as defined by the Rehabilitation of Offenders (exceptions) (Northern Ireland) Order 1979, as amended in 2014)?	Yes	No
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If yes, please give details of date(s), offence(s) and sentence(s) passed:

Please provide any other information you feel is relevant:

This may include a description of your circumstances at the time, how your situation may have changed, positive outcomes arising from the conviction such as training received during a period of custody and/or why we should disregard the conviction.

If you are applying for a post which involves contact with either children, young people or vulnerable adults, please also confirm that you are not listed on either of the following lists (as appropriate)

I confirm that I am not listed on the children's barred list	Yes	No
I confirm that I am not listed on the adult's barred list	Yes	No

Notice to Applicants

Please place the completed form in the confidential envelope supplied, seal and return with your application form. If you have downloaded your application form and will be Emailing it, please place the Criminal Convictions form in a confidential envelope, stating that it is for the purposes of the Rehabilitation of Offenders (Exceptions) Order (Northern Ireland) 1979 and post it for the attention of **Kelly Burns** please mark the envelope strictly confidential.

After the interview stage the selection panel will open the envelope of the candidate who received the highest score and separate arrangements will be made to discuss any criminal convictions. All other envelopes will be shredded.

I can confirm to the best of my knowledge, the information given on this form is true and complete.

Name:_____

Date_____

Warning: Failure to provide correct information may affect your application. We do not wish to exclude ex-offenders but we must ensure that the offence(s) that lead to conviction(s) is/are not manifestly incompatible with the post in question.



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MONITORING FORM JOB REFERENCE NO: HWC/04/17

MONITORING QUESTIONNAIRE UNDER THE ASHTON COMMUNITY TRUST’S EQUAL OPPORTUNITY POLICY

IN CONFIDENCE, USED FOR STATISTICAL PURPOSES ONLY

Date of Birth: _____

Nationality: _____

1 COMMUNITY BACKGROUND

I am a member of the Protestant community

I am a member of the Roman Catholic community

I am not a member of either the Protestant or the Roman Catholic community

2 ETHNIC ORIGIN

White

Black Other

Irish Traveller

Chinese

Pakistani

Indian

Black Caribbean

Mixed Group

Black African

Other

3 GENDER

Female Male

4 MARITAL STATUS

Married Single Widowed Separated Cohabiting

5 DISABILITY

Under the *Disability Discrimination Act 1995* you are deemed to be a disabled person if you have cancer, multiple sclerosis or HIV infection.

Also, you are deemed to be a disabled person if you have a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities.

Do you consider that you are a disabled person?

Yes: No:

If you answered “yes”, please indicate the nature of your impairment by ticking the appropriate box or boxes below:

Physical impairment, such as difficulty using your arms, or mobility issues requiring you to use a wheelchair or crutches:

Sensory impairment, such as being blind or having a serious visual impairment, or being deaf or having a serious hearing impairment:

Mental health condition, such as depression or schizophrenia:

Learning disability or difficulty, such as Down’s Syndrome or dyslexia, or **Cognitive impairment**, such as autistic spectrum disorder:

Long-standing or progressive illness or health condition, such as cancer, HIV infection, diabetes, epilepsy or chronic heart disease:

Other (please specify):

.....

When you have completed this questionnaire, please return it in the envelope provided to:

**The Monitoring Officer,
ASHTON COMMUNITY TRUST,
5 CHURCHILL STREET, BELFAST BT15 2BP**